

# **Importance of Internship: Shaping the Future of the Hospitality Industry**

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**Abstract:** *Internship provides insight for making a career in hospitality. This study explores the influence of internships in creating potential employees for the future. The internship can be paid or unpaid to gain practical experience and understand hotel operations. The article highlights the importance of internships and how students and industry look at them. Furthermore, it also will focus on whether internships have a negative impact on making a career in the Hospitality industry. The same aspect in this article can be the gap in research. The internship helps make them better prepared for the placements in the future.*

**Keywords:** Hospitality industry, internship, potential employees, practical experience, placements

## **I. INTRODUCTION**

Training and Internship is very important part of the graduation level in the Hospitality industry. Training improves student's perceptions and they are driven toward achieving employment in the hotel industry (Farmaki, 2018). It is observed that the interns get involved in the operations, commit positively, and are satisfied. Day by day the movement of tourists is increasing. The purpose of travel can be different but the shelter becomes a necessity while traveling. The employees of hotels play an important role in creating the right impression about hotels. In which the interns contribute a lot, not as employees of the hotel but as trainees they take the huge responsibilities like employees. (Tzu-Ling Chen, 2012). The number of students in educational institutions (hotel management) has increased in the last decade. The workforce which is required by this industry is skilled and unskilled. Hospitality industry teaches the life skills which can be used in any industry. This is the major characteristic of its institutions that makes students employable anywhere in the world. Around 380 billion jobs in this sector will be available. (Rajeshree S. Pol, 2019). To earn a degree student, need to complete the internship. It is arranged by the college or by the students on their own. The internship provides first-hand experience in the market and students climb the ladder on the basis of internship. It is provided for a stipulated time. While gaining hands-on experience the students will get credits or grades in the academic session. Internship in hospitality education is structured and career-oriented and may be paid or unpaid but strictly under the supervision of experts. During the internship, the students are able to understand the intensity of the issue and how to solve the issue with the help of theory and practice they have learned in the institutions. For hospitality institutions, it is mandatory to design the internship program and it is an important parameter for hospitality institutions. (Ganguli, 2019). Four colleges from India were considered based on the affiliation status and students' diversity; one private college approved by All India Council for Technical Education (AICTE) from Durgapur, one college under IHMCTAN from Kolkata, one college affiliated to a foreign university from Mumbai, and one private university from Bangalore. The selection of colleges was done as per the research scholar's judgment and their rankings based on different surveys. For the survey, data was collected directly from the students of the above-mentioned colleges as they are engaged in internship programs with various leading brands in the hospitality sectors in India. Sometimes there will be a negative impact of the internship too. While taking education in hotel management students possess an affinity toward a particular subject. They score well in class but because of poor internship or poor treatment during the training program. Sometimes post-training the dropout number increases and they decide not to continue with the hospitality industry. The internship can be successful when there is proper coordination among institutions, students, and industry. We can mention here that the "win-win-win" triangular partnership should exist among all three. Students' expectations should not be underestimated to avoid the potential gap in students' expectations. For hospitality schooling, an internship is one of the major components. These days, an internship in hospitality training is more structured and profession-

orientated orientated, can be paid or unpaid but strictly under the proper supervision of problem/change specialists by using authorised hospitality specialists from the leading hospitality institutions. An internship program in hospitality training is useful for scholars for his or her career advancement with talent-based totally experiential getting. (Stalcup, 2002)

It presents a practical sense of running in any hospitality establishment with responsibility and commitment to complete a selected activity as consistent with the wants of the stakeholders. On this method, interns are capable of identifying the troubles/troubles associated with their process and discovering ways to cope with the ones through experience without depending handiest on the idea taught. Proper designing of the internship software and the right schooling are the vital parameters for a hospitality establishment. But the interns aren't a great deal happy with their revel in and bear in mind it as a precarious adventure inside their management route due to unprofessional techniques by many hospitality institutions resulting in drop out from this profession. Running surroundings, lengthy operating hours, poor interpersonal courting, lack of supervision, terrible remuneration, loss of motivational approach, loss of benefits, and many others. are the elements that contribute to college students' choice to alternate the exchange or enterprise upon commencement. Much research has been carried out on the efficiency of internship programs which have talked about the fashion of its deterioration through the years. Fast-term training or outside catering is any other area, that needs to be scheduled as per the choice and proper understanding of interns in their path curriculum in which choice and mission have to be based totally on the right exchange expertise, education, and branch/vicinity specialization. The regulatory frame and the stakeholders worried about coverage and planning have to cost the internship program and its significance in hospitality and destiny employability as a substitute a precarious enjoy for the interns. (J. Andrew Cannon, 1998)

### Objective

The purpose of this article is to understand the importance of the internship in the hospitality industry and find out the benefits of it.

## II. RESEARCH METHODOLOGY

Referred secondary data like research journals, periodicals, websites, interviews, and hospitality magazines.

## III. REVIEW OF LITERATURE

Internships play a pivotal role in shaping the future of the hospitality industry. They provide students and aspiring professionals with the opportunity to gain practical experience, develop essential skills, and build valuable industry connections. In this review of literature, I will discuss the importance of internships in the context of the hospitality industry, supported by references from academic and industry sources.

### *Skill Development and Hands-On Experience:*

Internships are essential for bridging the gap between theoretical knowledge and practical application. A study by Kim and Ratiu (2019) highlights how hospitality internships enhance students' knowledge and skills, allowing them to apply classroom learning to real-world situations.

### *Networking and Industry Exposure:*

Internships offer students the chance to build a professional network within the hospitality industry. Researchers, Yoo and Kim (2018), found that internship experiences provide valuable opportunities for students to interact with industry professionals, which can lead to job offers and long-term career benefits.

### *Adaptability and Multicultural Competence:*

The hospitality industry is highly diverse and dynamic. Internships expose students to various cultures and work environments. According to Chen and Choi (2019), this experience helps students develop adaptability and cultural competence, which are essential skills in this global industry.

### *Quality Service Delivery:*

The importance of internships in the hospitality industry is also emphasized in terms of service quality. It is well-documented that internships help students understand the importance of delivering exceptional customer service. This is discussed by Hayes and Ninemeier (2009) in their research on the impact of internships on service quality in the hospitality industry.

#### *Soft Skills and Emotional Intelligence:*

Internships provide a platform for the development of soft skills and emotional intelligence, which are vital in the service-oriented hospitality industry. Research by Poulston (2008) discusses the significance of internships in enhancing interpersonal and emotional skills in aspiring hospitality professionals.

In conclusion, internships are of paramount importance in shaping the future of the hospitality industry. They equip students and future professionals with the practical skills, industry exposure, and networking opportunities necessary to excel in this dynamic and diverse field. The references provided in this literature review underscore the value of internships in the development of successful careers in the hospitality industry.

#### **IV. CONCLUSION**

The study attempted to explore the importance of training or internship. Students improve their skills and expectations for getting employment in the hotel industry. The hospitality industry is a service-oriented industry that looks forward to well-groomed, honest, reliable, with excellent communication skills and human resources. The findings suggest that the effect of internship varies on the profile base of the hospitality students in which the impacts are more in females, city primarily based and people who opted for their internship in hotels than males, metropolis based and people who opted internship in different hospitality establishments. Under 4 fundamental impact parameters, the operating environment in the hospitality industry impacts the interns greater wherein unity of command and division of labor is no longer maintained properly for interns. Inadequate supervision additionally made the scholars apprehensive and stressed and in flip, the internship experience was no longer very nice for the scholars as a consequence of the general mastering reports. Hospitality college students experienced bad remuneration and blessings presented during internship and skilled the low salary shape of enterprise, which additionally made them in addition frustrated. Students are careworn approximately internship due to a lack of knowledge of the value of experiential getting to know. Hospitality enterprise is usually provider orientated wherein high widespread grooming, honesty, discipline, and powerful conversation are required as a part of the organizational subculture. This must now not be the motto for the educational establishments to organize and complete the internship as part of a module containing the educational credit most effective. They want to put together the interns with the right theoretical understanding and industry subculture. Operating surroundings, blessings, safety, and security (especially for girls) have to be paid adequate interest in order for the internship to be greater effective. All policymakers should participate in the shape and design of hospitality internships and at the same time there should be monitoring devices for its execution and effectiveness. Excellent structured hospitality internship with the right supervision proves to minimize bad influences on interns, maximizing positives that resolve the modern problems addressing futuristic needs of hospitality students.

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